

Kansas City Aviation Department

Update to Airport Committee – August 18, 2016



Status of Customer Service Improvements

- ➔ Additional electric outlets in public areas
- ➔ Wayfinding / Rental Car Signage
- ➔ Review Wi-Fi speed / coverage / study
- ➔ American Airlines checkpoint and gate area
- ➔ International gate area modernization
- ➔ Interior lighting
- ➔ Partnership with American Jazz Museum & Negro Leagues Baseball Museum
- ➔ Cell phone lot evaluation



Electrical Outlets in Public Areas

- Adding approximately 700 seats with power in public areas of Terminals B and C
- New outlets installed in Terminal B. Terminal C installation is underway
- New powered seating to be ordered



Wayfinding / Rental Car Signage

- Opportunity to add 26 bi-directional interior signs for rental car shuttles
- Most frequently asked question to Airport Police and Airport Ambassadors
- Airport Ambassadors surveying customers with multiple wording options



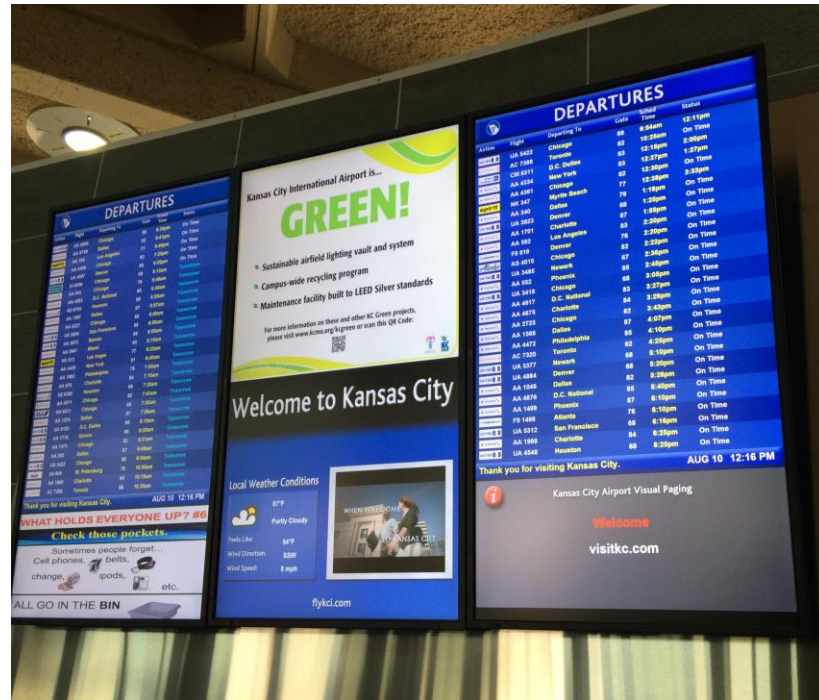
Wi-Fi Speed & Coverage

- ✈ Consumer Wi-Fi usage continues to increase
- ✈ Usage up 40% YTD from July 2015
- ✈ Internet speed to be increased to 1GB. ETA for upgrade: October 1st 2016



New Flight Information Screens

- ➔ Replaced 60 digital screens (from 42" to 55")
- ➔ Larger HD screens allows for brighter, larger and more readable arrival and departure information



American Airlines Checkpoint & Gate Area

- ✈ Cost expected in \$5M range
- ✈ Next steps... Continue dialogue with stakeholders, assign costs, determine timeline and phasing

Additional Seating

- ➔ Added 175 new seats to the Gate 76-79 departure lounge
- ➔ Currently 140 seats near Gate 76/77 (Frontier and Spirit)
- ➔ Currently 83 seats near Gate 78/79 (American and Allegiant)
- ➔ Peak hours (6am/1pm) often exceed 300 passengers in this departure lounge



Local Partnerships

- ✈ July 14th – Meeting with Negro Leagues Baseball Museum
- ✈ August 16th – Meeting with The American Jazz Museum



Interior LED Lighting

- ✈ New LED lighting fixtures have been ordered
- ✈ 830 fixtures, Cost \$281K, less \$248K for rebates and incentives
- ✈ **Net Cost \$33K** **Energy Savings \$120K/yr**
- ✈ Estimated completion 1Q 2017

Buildings Included:

Terminals, CUP, Fleet

Maint., Park Air Express



Canopy LED Lighting

- ✈ Replace 1900 bulbs with 88 bulbs on exterior of Terminals B & C
- ✈ No rebates or incentives
- ✈ **Net Cost \$60K** **Energy Savings \$100K/yr**



Cell Phone Lot Relocation

- ➔ Cell Phone Lot will be relocated from Economy Parking to area inside of International Circle next to Airport Police
- ➔ Targeting end of August opening



Information Kiosk Upgrade

- ✈ Working with Smart City Media for installation of information kiosks in the terminals at KCI
- ✈ Timeline: 12 weeks from contract signing



International Gate Area Modernization

- ✈ KCAD has contacted the US Customs and Border Patrol regarding possible modernization of International gate area
- ✈ Exploring the possibility of adding boarding bridge for international arrivals



Financial Update

- ✈ Fitch Ratings affirmed (maintained) the airports A rating on its subordinated revenue bonds. Fitch based this on the airport's:
- Strong liquidity
 - Growing enplanement base
 - 95% O&D market
 - Improved cost recovery from airline agreement
 - Strong non-airline revenue

Commercial Development Update

- Long term lease with marketing agency VML
- Expands VML's global headquarters at MKC from 67,235 to 97,679 sq ft
- 11 year 4 month lease with an additional 10 year option



Wi-Fi Survey

- ✈ 29,389 responses (>1,000 per day) between mid-June and mid-July
- ✈ Working to design a seamless survey instrument to be relaunched in conjunction with 1GB Wi-Fi

Kansas City International Airport Customer Feedback

We would love to hear your thoughts or feedback on how we can improve your experience!
* Required

What brings you to the airport today? *

Choose ▾

In what zip code is your primary residence? *

Are you (or your party) traveling for business or leisure? *

Choose ▾

What airline are you (or your party) flying today? *

Choose ▾

What can we improve? *

Your answer _____

Overall quality of airport facilities? *

1 2 3 4 5

Worst ☐ ☐ ☐ ☐ ☐ Best

Ease of moving through airport security? *

1 2 3 4 5

Worst ☐ ☐ ☐ ☐ ☐ Best

Quality of food, beverage and other concessions? *

1 2 3 4 5

Worst ☐ ☐ ☐ ☐ ☐ Best

Cleanliness of facilities? *

1 2 3 4 5

Worst ☐ ☐ ☐ ☐ ☐ Best

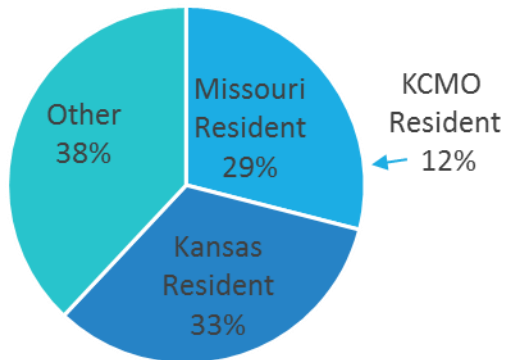
SUBMIT

Wi-Fi Survey Results

- ✈ 62 percent of non-employee survey respondents are KS/MO residents corroborates with US DOT O&D Survey data

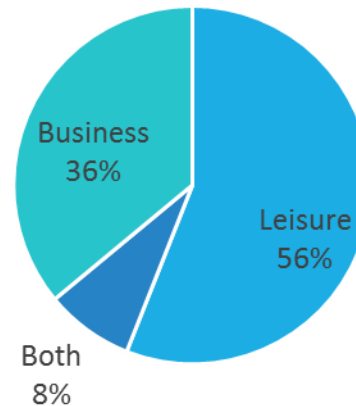
KCI Airport Guests by State

(Wi-Fi Survey excluding airport workers)



KCI Airport Guests by Travel Type

(Wi-Fi Survey excluding airport workers)



Top "Other" states:

California 6% Texas 5% Illinois 3% Florida 3%

Wi-Fi Survey Results

- ✈ Most favorable score – KS/MO residents traveling for leisure
- ✈ Least favorable score – Non-KS/MO residents traveling for business

	Cleanliness of facilities?	Quality of food, beverage and other concessions?	Ease of moving through airport security?	Overall quality of airport facilities?
I am a connecting passenger				
Non-KS/MO Resident				
Business	3.37	2.93	-	3.07
Leisure	3.54	3.07	-	3.26
I am a departing passenger				
KS/MO Resident				
Business	3.67	2.98	4.11	3.54
Leisure	3.98	3.47	4.24	3.92
Non-KS/MO Resident				
Business	3.56	2.97	3.91	3.30
Leisure	3.88	3.37	4.13	3.78
I am an arriving passenger				
KS/MO Resident				
Business	3.61	3.21	-	3.55
Leisure	4.02	3.64	-	4.00
Non-KS/MO Resident				
Business	3.52	3.17	-	3.39
Leisure	3.75	3.43	-	3.64
I am picking up (or dropping off someone)				
	4.02	3.56	-	3.96

Wi-Fi Survey Results

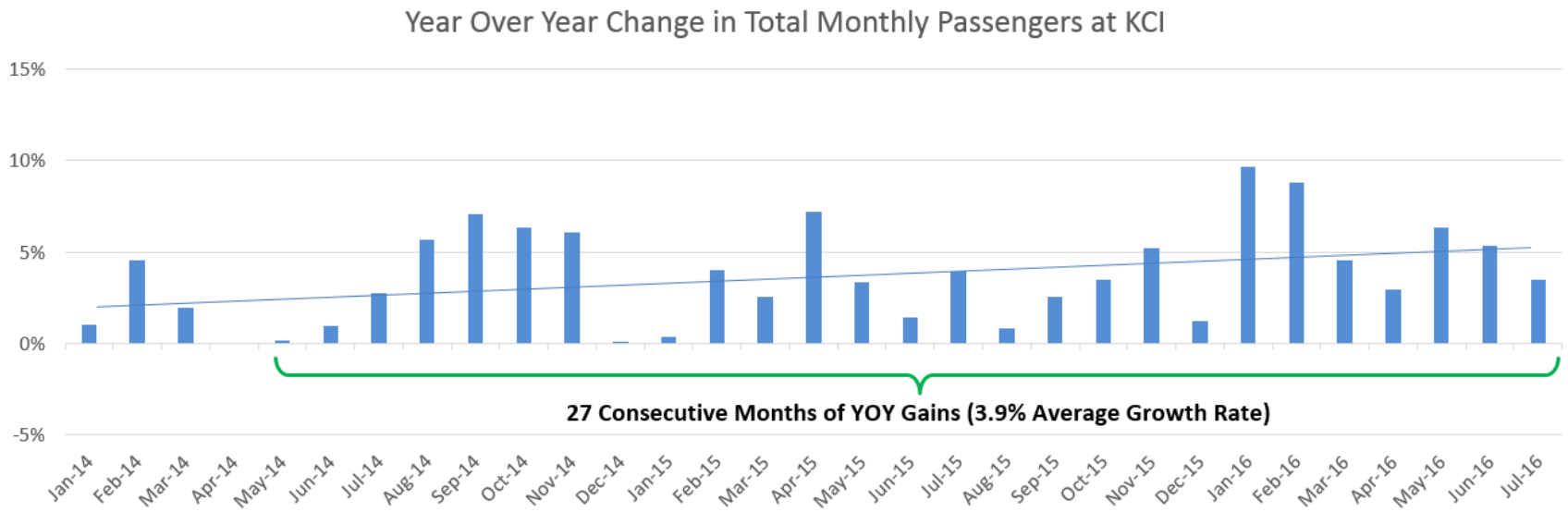
➔ Sample responses to “What can we improve?”

6/23/2016 11:21	I am a departing passenger	Other	Leisure	Southwest	nothing
6/23/2016 11:21	I am a departing passenger	KS/MO	Leisure	Delta	Don't change the three terminal layout. Easiest airport to navigate
6/23/2016 11:23	I am a departing passenger	KS/MO	Business	Delta	This airport is a dump.
6/23/2016 11:24	I am an arriving passenger	Other	Leisure	Delta	More seating/space

7/3/2016 9:35	I am a departing passenger	Other	Leisure	Southwest	Nothing
7/3/2016 9:35	I am a departing passenger	Other	Leisure	Southwest	Easiest airport I've ever been to
7/3/2016 9:40	I am a departing passenger	KS/MO	Leisure	American	More food options
7/3/2016 9:40	I am a departing passenger	KS/MO	Leisure	Southwest	Waiting areas are atrocious for departing passengers. Pathetic.
7/3/2016 9:40	I am a departing passenger	KS/MO	Leisure	Southwest	Please convince the city to build a new single terminal! I love con
7/3/2016 9:40	I am a departing passenger	Other	Business	Frontier	Lay out
7/3/2016 9:40	I am a connecting passenger	Other	Leisure	Southwest	I prefer my airports to not feel like I'm trapped in a prison. Why do
7/3/2016 9:41	I am a departing passenger	KS/MO	Both	Southwest	Nothing
7/3/2016 9:41	I am a departing passenger	Other	Leisure	Delta	Build a new airport! This one is 1950's
7/3/2016 9:41	I am a departing passenger	KS/MO	Leisure	United	Don't build a new airport
7/3/2016 9:45	I am a departing passenger	Other	Leisure	Delta	restroom
7/3/2016 9:47	I am a connecting passenger	Other	Business	Southwest	New terminal

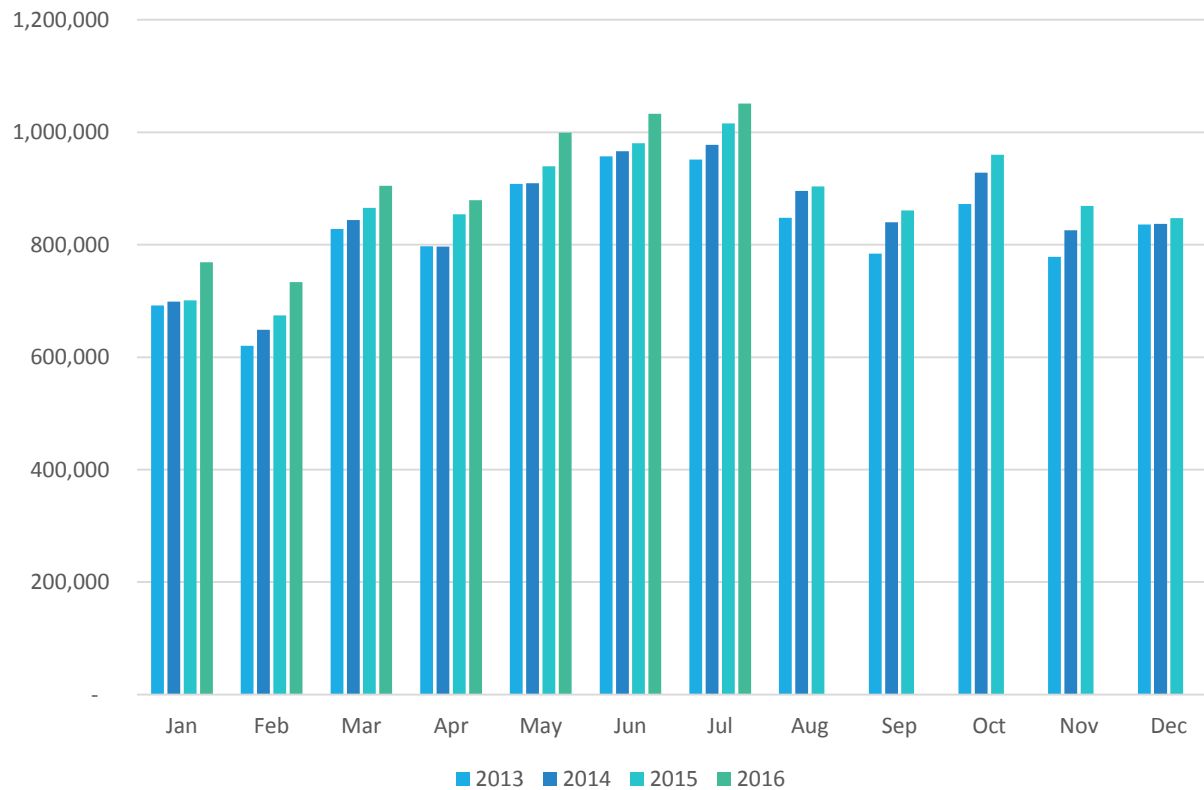
Passenger Growth at KCI

- ✈ July passenger traffic up 3.5% from 2015
- ✈ July marked 27 consecutive months of year over year passenger gains at KCI
- ✈ 2016 on pace for 10.9M passengers (up from 10.5M in 2015)

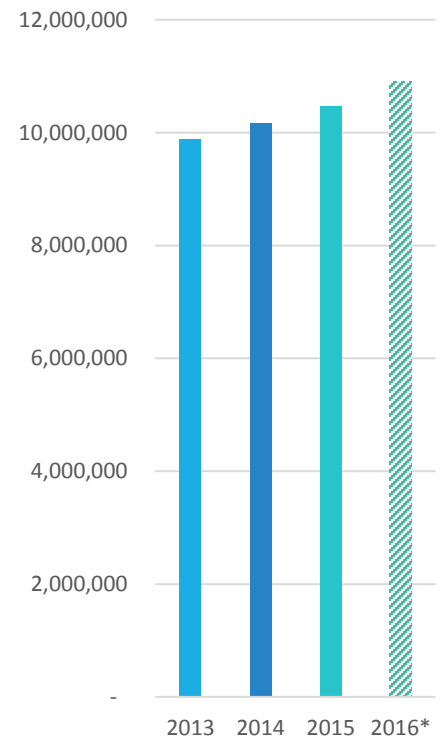


Passenger Growth at KCI

Total Monthly Passengers
at Kansas City International Airport



Total Annual
Passengers



Air Service Update

*New Nonstop Flights to Louisville
Beginning October 24*



*New Nonstop Flights to Las Vegas
Begin October 20*



Air Service Update

**New Nonstop Flights to Orlando
Beginning November 10**

spiritTM
LESS MONEY. MORE GO.

***New Nonstop Flights to San Antonio
Begin November 2016***

Southwest 



Kansas City Aviation Department

Update to Airport Committee – August 18, 2016

